

Midwestern Digital Services Survey Summary

Respondent Totals

Total Respondents by State:

- **Indiana:** 1,541 respondents
- **Illinois:** 1,567 respondents
- **Ohio:** 1,587 respondents
- **Michigan:** 1,578 respondents

Question-by-Question Analysis

Q1 - Website Visit (Single-select)

Question: "Have you visited [state].gov in the past year?"

State	Total Respondents	Yes Count	Yes %
Indiana	1,541	1,541	100.0%
Illinois	1,567	1,567	100.0%
Ohio	1,587	1,587	100.0%
Michigan	1,578	1,578	100.0%

Note: 100% "Yes" responses indicate this survey was filtered to only include active users of state digital services.

Q2 - Online Transactions (Single-select)

Question: "Have you completed any forms, applications, or payments with the [state] online?"

State	Total Respondents	Yes Count	Yes %
Indiana	1,541	1,541	100.0%
Illinois	1,567	1,567	100.0%
Ohio	1,587	1,587	100.0%
Michigan	1,578	1,578	100.0%

Q3 - Usage Frequency (Single-select)

Question: "How frequently do you use [state].gov or its associated online government services?"

State	Total	Once/Twice Year Count	Once/Twice Year %	Monthly Count	Monthly %	Weekly Count	Weekly %	Daily Count	Daily %
Indiana	1,541	1,103	71.6%	314	20.4%	87	5.6%	37	2.4%
Illinois	1,567	1,104	70.5%	340	21.7%	98	6.3%	25	1.6%
Ohio	1,587	1,114	70.2%	348	21.9%	93	5.9%	32	2.0%
Michigan	1,578	1,146	72.6%	319	20.2%	82	5.2%	31	2.0%

Q4 - Digital Government Interaction (Single-select)

Question: "How often do you interact with the government through digital channels?"

State	Total	Once/Twice Year Count	Once/Twice Year %	Monthly Count	Monthly %	Weekly Count	Weekly %	Daily Count	Daily %
Indiana	1,541	1,136	73.7%	292	19.0%	87	5.6%	26	1.7%
Illinois	1,567	1,097	70.0%	330	21.1%	113	7.2%	27	1.7%
Ohio	1,587	1,127	71.0%	336	21.2%	95	6.0%	29	1.8%
Michigan	1,578	1,166	73.9%	294	18.6%	87	5.5%	31	2.0%

Q5 - Preferred Interaction Method (Single-select)

Question: "Which is your preferred method to interact with government?"

State	Total	Online Count	Online %	Telephone Count	Telephone %	In Person Count	In Person %	Mail Count	Mail %
Indiana	1,541	1,210	78.5%	142	9.2%	137	8.9%	52	3.4%
Illinois	1,567	1,181	75.4%	186	11.9%	148	9.4%	52	3.3%
Ohio	1,587	1,207	76.1%	194	12.2%	112	7.1%	74	4.7%
Michigan	1,578	1,206	76.4%	151	9.6%	176	11.2%	45	2.9%

Q6 - Navigation Method (Single-select)

Question: "How do you normally go about getting to the [state].gov services and information you are seeking?"

State	Total	Direct Agency Count	Direct Agency %	Search Engine Count	Search Engine %	Main Page Search Count	Main Page Search %	Email Link Count	Email Link %
Indiana	1,541	646	41.9%	512	33.2%	357	23.2%	26	1.7%
Illinois	1,567	703	44.9%	526	33.6%	300	19.1%	38	2.4%
Ohio	1,587	672	42.3%	583	36.7%	298	18.8%	34	2.1%
Michigan	1,578	661	41.9%	519	32.9%	372	23.6%	26	1.6%

Q7 - Device Usage (Multi-select)

Question: "What device types have you used to access [state].gov? Please select all that apply."

Note: Multi-select questions show responses as percentage of total respondents who answered this question, not total survey respondents.

State	Respondents	Desktop/Laptop Count	Desktop/Laptop %	Mobile Phone Count	Mobile Phone %	Tablet Count	Tablet %
Indiana	1,120	1,119	99.9%	1,039	92.8%	268	23.9%
Illinois	1,129	1,128	99.9%	1,040	92.1%	298	26.4%
Ohio	1,181	1,180	99.9%	1,058	89.6%	292	24.7%
Michigan	1,142	1,141	99.9%	1,067	93.4%	274	24.0%

Q8 - Information Finding Success (Single-select)

Question: "How often do you find the information you are looking for on [state].gov without any difficulty?"

State	Total	Always Count	Always %	Most of Time Count	Most of Time %	Sometimes Count	Sometimes %	Rarely Count	Rarely %	Never Count	Never %
Indiana	1,541	311	20.2%	883	57.3%	288	18.7%	51	3.3%	8	0.5%
Illinois	1,567	326	20.8%	837	53.4%	306	19.5%	83	5.3%	15	1.0%
Ohio	1,587	342	21.5%	858	54.1%	310	19.5%	65	4.1%	12	0.8%
Michigan	1,578	346	21.9%	868	55.0%	298	18.9%	53	3.4%	13	0.8%

Q9 - Government Services Used (Multi-select)

Question: "Which government services on [state].gov have you used in the past year? (Select all that apply)"

State	Respondents	Motor Vehicle Count	Motor Vehicle %	Tax Services Count	Tax Services %	Licensing Count	Licensing %	Health Count	Health %	Family/Social Count	Family/Social %
Indiana	1,137	1,136	99.9%	647	56.9%	757	66.6%	329	28.9%	408	35.9%
Illinois	1,007	1,006	99.9%	621	61.7%	690	68.5%	457	45.4%	453	45.0%
Ohio	1,029	1,028	99.9%	712	69.2%	639	62.1%	377	36.6%	590	57.3%
Michigan	1,074	1,073	99.9%	428	39.9%	841	78.3%	448	41.7%	440	41.0%

Q10 - Service Satisfaction (Single-select)

Question: "What is your level of satisfaction with the range of online services provided by [state].gov?"

State	Total	Very Satisfied Count	Very Satisfied %	Satisfied Count	Satisfied %	Neutral Count	Neutral %	Dissatisfied Count	Dissatisfied %	Very Dissatisfied Count	Very Dissatisfied %
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State	Total	Very Satisfied Count	Very Satisfied %	Satisfied Count	Satisfied %	Neutral Count	Neutral %	Dissatisfied Count	Dissatisfied %	Very Dissatisfied Count	Very Dissatisfied %
Indiana	1,541	495	32.1%	779	50.5%	239	15.5%	22	1.4%	6	0.4%
Illinois	1,567	450	28.7%	760	48.5%	298	19.0%	40	2.6%	19	1.2%
Ohio	1,587	500	31.5%	761	48.0%	277	17.5%	34	2.1%	15	0.9%
Michigan	1,578	505	32.0%	776	49.2%	258	16.4%	30	1.9%	9	0.6%

Q11 - Payment Transactions (Single-select)

Question: "Have you ever used [state].gov to complete payment transactions, such as renewing licenses or paying taxes?"

State	Total	Yes, Occasionally Count	Yes, Occasionally %	Yes, Frequently Count	Yes, Frequently %	No, Never Count	No, Never %	Not Sure Count	Not Sure %
Indiana	1,541	695	45.1%	659	42.8%	143	9.3%	44	2.9%
Illinois	1,567	733	46.8%	550	35.1%	239	15.2%	45	2.9%
Ohio	1,587	710	44.7%	535	33.7%	294	18.5%	48	3.0%
Michigan	1,578	726	46.0%	656	41.6%	168	10.6%	28	1.8%

Q12 - Transaction Efficiency Satisfaction (Single-select) *Conditional*

Question: "How satisfied are you with the efficiency of completing government transactions through [state].gov?" *Note: Only asked if Q11 was "Yes, frequently" or "Yes, occasionally"*

State	Total	Very Satisfied Count	Very Satisfied %	Satisfied Count	Satisfied %	Neutral Count	Neutral %	Dissatisfied Count	Dissatisfied %	Very Dissatisfied Count	Very Dissatisfied %
Indiana	1,354	542	40.0%	651	48.1%	137	10.1%	16	1.2%	8	0.6%
Illinois	1,283	468	36.5%	618	48.2%	158	12.3%	30	2.3%	9	0.7%
Ohio	1,245	478	38.4%	604	48.5%	136	10.9%	18	1.4%	9	0.7%
Michigan	1,382	557	40.3%	660	47.8%	130	9.4%	28	2.0%	7	0.5%

Q13 - Transaction Timeliness Satisfaction (Single-select) *Conditional*

Question: "How satisfied were you with the timeliness of the State's response to complete your transaction?" *Note: Only asked if Q12 was answered*

State	Total	Very Satisfied Count	Very Satisfied %	Satisfied Count	Satisfied %	Neutral Count	Neutral %	Dissatisfied Count	Dissatisfied %	Very Dissatisfied Count	Very Dissatisfied %
Indiana	1,354	527	38.9%	632	46.7%	163	12.0%	24	1.8%	8	0.6%
Illinois	1,283	479	37.3%	590	46.0%	160	12.5%	38	3.0%	16	1.2%
Ohio	1,245	490	39.4%	586	47.1%	124	10.0%	34	2.7%	11	0.9%
Michigan	1,382	567	41.0%	639	46.2%	148	10.7%	25	1.8%	3	0.2%

Q14 - Website Design Satisfaction (Single-select)

Question: "What is your level of satisfaction with the overall design and user-friendliness of the [state].gov website?"

State	Total	Very Satisfied Count	Very Satisfied %	Satisfied Count	Satisfied %	Neutral Count	Neutral %	Dissatisfied Count	Dissatisfied %	Very Dissatisfied Count	Very Dissatisfied %
Indiana	1,541	490	31.8%	728	47.2%	263	17.1%	49	3.2%	11	0.7%
Illinois	1,567	427	27.2%	735	46.9%	304	19.4%	78	5.0%	23	1.5%
Ohio	1,587	454	28.6%	748	47.1%	299	18.8%	65	4.1%	21	1.3%
Michigan	1,578	464	29.4%	785	49.7%	254	16.1%	63	4.0%	12	0.8%

Q15 - Website Navigation Experience (Single-select)

Question: "What is your experience of navigating the [state].gov website to find the specific information or services you need?"

State	Total	Very Easy Count	Very Easy %	Somewhat Easy Count	Somewhat Easy %	Neutral Count	Neutral %	Somewhat Difficult Count	Somewhat Difficult %	Very Difficult Count	Very Difficult %
Indiana	1,541	472	30.6%	725	47.0%	242	15.7%	91	5.9%	11	0.7%
Illinois	1,567	457	29.2%	699	44.6%	250	16.0%	132	8.4%	29	1.9%
Ohio	1,587	489	30.8%	714	45.0%	247	15.6%	114	7.2%	23	1.4%
Michigan	1,578	491	31.1%	719	45.6%	241	15.3%	112	7.1%	15	1.0%

Q16 - Information Accessibility Rating (Single-select)

Question: "How would you rate the accessibility of information on [state].gov?"

State	Total	Very Good Count	Very Good %	Good Count	Good %	Fair Count	Fair %	Poor Count	Poor %	Very Poor Count	Very Poor %
Indiana	1,541	545	35.4%	683	44.3%	266	17.3%	38	2.5%	9	0.6%
Illinois	1,567	490	31.3%	705	45.0%	298	19.0%	57	3.6%	17	1.1%
Ohio	1,587	548	34.5%	671	42.3%	301	19.0%	47	3.0%	20	1.3%
Michigan	1,578	510	32.3%	733	46.5%	274	17.4%	51	3.2%	10	0.6%

Q17 - Technical Issues Experience (Single-select)

Question: "Have you encountered any technical issues or errors while using [state].gov or its online services?"

State	Total	No, Never Count	No, Never %	Yes, Occasionally Count	Yes, Occasionally %	Yes, Frequently Count	Yes, Frequently %	Not Sure Count	Not Sure %
Indiana	1,541	842	54.6%	473	30.7%	61	4.0%	165	10.7%
Illinois	1,567	771	49.2%	533	34.0%	112	7.1%	151	9.6%
Ohio	1,587	819	51.6%	502	31.6%	109	6.9%	157	9.9%
Michigan	1,578	811	51.4%	512	32.4%	95	6.0%	160	10.1%

Q18 - Website Speed and Performance Rating (Single-select)

Question: "How would you rate the speed and performance of [state].gov and its online services?"

State	Total	Very Good Count	Very Good %	Good Count	Good %	Fair Count	Fair %	Poor Count	Poor %	Very Poor Count	Very Poor %
Indiana	1,541	492	31.9%	763	49.5%	263	17.1%	19	1.2%	4	0.3%
Illinois	1,567	455	29.0%	746	47.6%	309	19.7%	47	3.0%	10	0.6%
Ohio	1,587	488	30.7%	726	45.7%	310	19.5%	48	3.0%	15	0.9%
Michigan	1,578	505	32.0%	748	47.4%	290	18.4%	27	1.7%	8	0.5%

Q19 - Online Chat Support Usage (Single-select) *Indiana Only*

Question: "Have you ever used the online chat support feature on [state].gov for assistance?"

State	Total	No, Never Count	No, Never %	Yes, Occasionally Count	Yes, Occasionally %	Yes, Frequently Count	Yes, Frequently %	Not Sure Count	Not Sure %
Indiana	1,541	995	64.6%	327	21.2%	56	3.6%	163	10.6%

Q20 - Online Support Satisfaction (Single-select) *Conditional, Indiana Only*

Question: "How satisfied are you with the response time and helpfulness of the online support related to [state].gov services or information?" *Note: Only asked if Q19 was "Yes, frequently" or "Yes, occasionally"*

State	Total	Very Satisfied Count	Very Satisfied %	Satisfied Count	Satisfied %	Neutral Count	Neutral %	Dissatisfied Count	Dissatisfied %	Very Dissatisfied Count	Very Dissatisfied %
Indiana	383	129	33.7%	165	43.1%	72	18.8%	14	3.7%	3	0.8%

Q21 - Non-English Internet Usage (Single-select)

Question: "Do you ever access the internet using a language other than English?"

State	Total	No, Never Count	No, Never %	Yes, Occasionally Count	Yes, Occasionally %	Yes, Frequently Count	Yes, Frequently %	Not Sure Count	Not Sure %
Indiana	1,541	1,363	88.4%	114	7.4%	43	2.8%	21	1.4%
Illinois	1,567	1,330	84.9%	141	9.0%	66	4.2%	30	1.9%
Ohio	1,587	1,388	87.5%	105	6.6%	56	3.5%	38	2.4%
Michigan	1,578	1,380	87.5%	105	6.7%	62	3.9%	31	2.0%

Q22 - Language/Translation Issues (Single-select) *Conditional*

Question: "Have you ever encountered any language or translation issues on [state].gov?" *Note: Only asked if Q21 was "Yes, frequently" or "Yes, occasionally"*

State	Total	No, Never Count	No, Never %	Yes, Occasionally Count	Yes, Occasionally %	Yes, Frequently Count	Yes, Frequently %	Not Sure Count	Not Sure %
Indiana	157	63	40.1%	58	36.9%	26	16.6%	10	6.4%
Illinois	207	71	34.3%	76	36.7%	50	24.2%	10	4.8%
Ohio	161	53	32.9%	61	37.9%	44	27.3%	4	2.5%
Michigan	167	69	41.3%	57	34.1%	33	19.8%	8	4.8%

Q23 - Assistive Technology Usage (Single-select)

Question: "Do you ever use assistive technologies, such as a screen reader to access the internet?"

State	Total	No, Never Count	No, Never %	Yes, Occasionally Count	Yes, Occasionally %	Yes, Frequently Count	Yes, Frequently %	Not Sure Count	Not Sure %
Indiana	1,541	1,353	87.8%	123	8.0%	36	2.3%	29	1.9%
Illinois	1,567	1,340	85.5%	122	7.8%	68	4.3%	37	2.4%
Ohio	1,587	1,356	85.4%	144	9.1%	47	3.0%	40	2.5%
Michigan	1,578	1,386	87.8%	103	6.5%	52	3.3%	37	2.3%

Q24 - Assistive Technology Barriers (Single-select) *Conditional*

Question: "Have you ever encountered any barriers to accessing content on [state].gov while using assistive technologies, such as a screen reader?" *Note: Only asked if Q23 was "Yes, frequently" or "Yes, occasionally"*

State	Total	Yes, Occasionally Count	Yes, Occasionally %	No, Never Count	No, Never %	Yes, Frequently Count	Yes, Frequently %
Indiana	159	74	46.5%	73	45.9%	12	7.5%
Illinois	190	99	52.1%	63	33.2%	28	14.7%
Ohio	191	100	52.4%	72	37.7%	19	9.9%
Michigan	155	65	41.9%	66	42.6%	24	15.5%

Q25 - Security and Privacy Rating (Single-select)

Question: "How would you rate the overall security and privacy of your personal information when using [state].gov?"

State	Total	Very Good Count	Very Good %	Good Count	Good %	Fair Count	Fair %	Poor Count	Poor %	Very Poor Count	Very Poor %
Indiana	1,541	608	39.5%	701	45.5%	208	13.5%	18	1.2%	6	0.4%
Illinois	1,567	580	37.0%	707	45.1%	245	15.6%	26	1.7%	9	0.6%
Ohio	1,587	629	39.6%	709	44.7%	227	14.3%	16	1.0%	6	0.4%
Michigan	1,578	658	41.7%	697	44.2%	196	12.4%	19	1.2%	8	0.5%

Q26 - Service Promotion Effectiveness (Single-select)

Question: "How well do you think [state].gov promotes online government services and encourages citizens to use them?"

State	Total	Very Effectively Count	Very Effectively %	Somewhat Effectively Count	Somewhat Effectively %	Not Very Effectively Count	Not Very Effectively %	I Don't Know Count	I Don't Know %	Not At All Effectively Count	Not At All Effectively %
Indiana	1,541	435	28.2%	763	49.5%	230	14.9%	75	4.9%	38	2.5%
Illinois	1,567	461	29.4%	777	49.6%	215	13.7%	61	3.9%	53	3.4%
Ohio	1,587	466	29.4%	784	49.4%	227	14.3%	68	4.3%	42	2.6%
Michigan	1,578	503	31.9%	770	48.8%	204	12.9%	65	4.1%	36	2.3%

Q27 - Personalized Services Agreement (Single-select)

Question: "Do you agree or disagree with the following statement: 'I would like to receive more personalized services even if I must provide more information to the government.'"

State	Total	Agree Count	Agree %	Disagree Count	Disagree %
Indiana	1,541	887	57.6%	654	42.4%
Illinois	1,567	1,009	64.4%	558	35.6%
Ohio	1,587	1,011	63.7%	576	36.3%
Michigan	1,578	973	61.7%	605	38.3%

Q28 - Information Sharing Expectation (Single-select)

Question: "Is it your expectation that different state agencies/departments share information about you between each other?"

State	Total	Yes Count	Yes %	No Count	No %
Indiana	1,541	1,004	65.2%	537	34.8%
Illinois	1,567	1,054	67.3%	513	32.7%
Ohio	1,587	1,046	65.9%	541	34.1%
Michigan	1,578	1,055	66.9%	523	33.1%

Q29 - Domain Trustworthiness: .com (Matrix)

Question: "Please rate the trustworthiness of the following web domains: .com" *Scale: 1 - Extremely trustworthy to 5 - Not at all trustworthy*

State	Total	1 - Extremely Trustworthy Count	1 %	2 Count	2 %	3 Count	3 %	4 Count	4 %	5 - Not At All Trustworthy Count	5 %
Indiana	1,541	302	19.6%	392	25.4%	623	40.4%	162	10.5%	62	4.0%
Illinois	1,567	365	23.3%	385	24.6%	592	37.8%	165	10.5%	60	3.8%
Ohio	1,587	307	19.3%	409	25.8%	625	39.4%	178	11.2%	68	4.3%
Michigan	1,578	318	20.2%	405	25.7%	630	39.9%	164	10.4%	61	3.9%

Q30 - Domain Trustworthiness: .net (Matrix)

Question: "Please rate the trustworthiness of the following web domains: .net" *Scale: 1 - Extremely trustworthy to 5 - Not at all trustworthy*

State	Total	1 - Extremely Trustworthy Count	1 %	2 Count	2 %	3 Count	3 %	4 Count	4 %	5 - Not At All Trustworthy Count	5 %
Indiana	1,541	193	12.5%	427	27.7%	636	41.3%	213	13.8%	72	4.7%
Illinois	1,567	214	13.7%	428	27.3%	641	40.9%	225	14.4%	59	3.8%
Ohio	1,587	166	10.5%	416	26.2%	676	42.6%	246	15.5%	83	5.2%
Michigan	1,578	194	12.3%	448	28.4%	661	41.9%	214	13.6%	61	3.9%

Q31 - Domain Trustworthiness: .org (Matrix)

Question: "Please rate the trustworthiness of the following web domains: .org" *Scale: 1 - Extremely trustworthy to 5 - Not at all trustworthy*

State	Total	1 - Extremely Trustworthy Count	1 %	2 Count	2 %	3 Count	3 %	4 Count	4 %	5 - Not At All Trustworthy Count	5 %
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State	Total	1 - Extremely Trustworthy Count	1 %	2 Count	2 %	3 Count	3 %	4 Count	4 %	5 - Not At All Trustworthy Count	5 %
Indiana	1,541	426	27.6%	551	35.8%	404	26.2%	123	8.0%	37	2.4%
Illinois	1,567	440	28.1%	520	33.2%	437	27.9%	131	8.4%	39	2.5%
Ohio	1,587	428	27.0%	586	36.9%	432	27.2%	108	6.8%	33	2.1%
Michigan	1,578	426	27.0%	570	36.1%	436	27.6%	109	6.9%	37	2.3%

Q32 - Domain Trustworthiness: .gov (Matrix)

Question: "Please rate the trustworthiness of the following web domains: .gov" *Scale: 1 - Extremely trustworthy to 5 - Not at all trustworthy*

State	Total	1 - Extremely Trustworthy Count	1 %	2 Count	2 %	3 Count	3 %	4 Count	4 %	5 - Not At All Trustworthy Count	5 %
Indiana	1,541	729	47.3%	432	28.0%	262	17.0%	84	5.4%	34	2.2%
Illinois	1,567	713	45.5%	442	28.2%	265	16.9%	100	6.4%	47	3.0%
Ohio	1,587	727	45.8%	479	30.2%	237	14.9%	92	5.8%	52	3.3%
Michigan	1,578	680	43.1%	478	30.3%	285	18.1%	91	5.8%	44	2.8%

Q33 - Data Sharing Comfort for Service Recommendations (Matrix)

Question: "I am comfortable with state agencies/departments sharing personal data with other state agencies to recommend services that I may be qualified to receive or that I could have interest in" *Scale: 1 - Strongly agree to 5 - Strongly disagree*

State	Total	1 - Strongly Agree Count	1 %	2 - Agree Count	2 %	3 - Neither Count	3 %	4 - Disagree Count	4 %	5 - Strongly Disagree Count	5 %
Indiana	1,541	335	21.7%	612	39.7%	343	22.3%	165	10.7%	86	5.6%
Illinois	1,567	393	25.1%	626	39.9%	312	19.9%	150	9.6%	86	5.5%
Ohio	1,587	364	22.9%	620	39.1%	384	24.2%	139	8.8%	80	5.0%
Michigan	1,578	338	21.4%	647	41.0%	375	23.8%	144	9.1%	74	4.7%

Q34 - Data Sharing for Social Care Services (Matrix)

Question: "I am comfortable with state agencies/departments sharing personal data with other state agencies to provide integrated and personal social care services" *Scale: 1 - Strongly agree to 5 - Strongly disagree*

State	Total	1 - Strongly Agree Count	1 %	2 - Agree Count	2 %	3 - Neither Count	3 %	4 - Disagree Count	4 %	5 - Strongly Disagree Count	5 %
Indiana	1,541	318	20.6%	607	39.4%	414	26.9%	137	8.9%	65	4.2%
Illinois	1,567	350	22.3%	600	38.3%	405	25.9%	144	9.2%	68	4.3%
Ohio	1,587	336	21.2%	625	39.4%	443	27.9%	131	8.3%	52	3.3%
Michigan	1,578	316	20.0%	646	40.9%	433	27.4%	127	8.0%	56	3.5%

Q35 - Data Sharing for Transportation Access (Matrix)

Question: "I am comfortable with state agencies/departments sharing personal data with other state agencies to offer access to transportation options" *Scale: 1 - Strongly agree to 5 - Strongly disagree*

State	Total	1 - Strongly Agree Count	1 %	2 - Agree Count	2 %	3 - Neither Count	3 %	4 - Disagree Count	4 %	5 - Strongly Disagree Count	5 %
Indiana	1,541	302	19.6%	520	33.7%	499	32.4%	143	9.3%	77	5.0%
Illinois	1,567	364	23.2%	552	35.2%	435	27.8%	149	9.5%	67	4.3%
Ohio	1,587	313	19.7%	609	38.4%	455	28.7%	147	9.3%	63	4.0%
Michigan	1,578	305	19.3%	588	37.3%	464	29.4%	158	10.0%	63	4.0%

Q36 - Data Sharing for Job Recommendations (Matrix)

Question: "I am comfortable with state agencies/departments sharing personal data with other state agencies to recommend jobs matching my profile" *Scale: 1 - Strongly agree to 5 - Strongly disagree*

State	Total	1 - Strongly Agree Count	1 %	2 - Agree Count	2 %	3 - Neither Count	3 %	4 - Disagree Count	4 %	5 - Strongly Disagree Count	5 %
Indiana	1,541	337	21.9%	529	34.3%	430	27.9%	155	10.1%	90	5.8%
Illinois	1,567	367	23.4%	537	34.3%	426	27.2%	138	8.8%	99	6.3%
Ohio	1,587	382	24.1%	571	36.0%	432	27.2%	134	8.4%	68	4.3%
Michigan	1,578	321	20.3%	550	34.9%	469	29.7%	151	9.6%	87	5.5%

Q37 - Data Sharing for Other Purposes (Matrix)

Question: "I am comfortable with state agencies/departments sharing personal data with other state agencies - Other" *Scale: 1 - Strongly agree to 5 - Strongly disagree*

State	Total	1 - Strongly Agree Count	1 %	2 - Agree Count	2 %	3 - Neither Count	3 %	4 - Disagree Count	4 %	5 - Strongly Disagree Count	5 %
Indiana	1,541	168	10.9%	288	18.7%	882	57.2%	100	6.5%	103	6.7%
Illinois	1,567	191	12.2%	287	18.3%	883	56.4%	100	6.4%	106	6.8%
Ohio	1,587	168	10.6%	294	18.5%	944	59.5%	98	6.2%	83	5.2%
Michigan	1,578	167	10.6%	289	18.3%	936	59.3%	91	5.8%	95	6.0%

Q38 - Use of Other State Websites (Single-select)

Question: "Other than [your state], have you used any other state's online services or websites?"

State	Total	Yes Count	Yes %	No Count	No %
Indiana	1,541	440	28.6%	1,101	71.4%
Illinois	1,567	503	32.1%	1,064	67.9%
Ohio	1,587	471	29.7%	1,116	70.3%
Michigan	1,578	428	27.1%	1,150	72.9%

Q39 - Comparison with Other States (Single-select) *Conditional*

Question: "Thinking about those other states, how does [state's] [website] compare?" *Note: Only asked if Q38 was "Yes"*

State	Total	About the Same Count	About the Same %	Better Count	Better %	Significantly Better Count	Significantly Better %	Worse Count	Worse %	Significantly Worse Count	Significantly Worse %
Indiana	441	214	48.5%	108	24.5%	76	17.2%	30	6.8%	13	2.9%
Illinois	504	204	40.5%	139	27.6%	119	23.6%	23	4.6%	19	3.8%
Ohio	473	203	42.9%	123	26.0%	89	18.8%	31	6.6%	27	5.7%
Michigan	428	184	43.0%	104	24.3%	92	21.5%	27	6.3%	21	4.9%

Q40 - Importance of Online Government Services (Single-select)

Question: "How important is it for you that government services are accessible online through a user-friendly website?"

State	Total	Very Important Count	Very Important %	Important Count	Important %	Neutral Count	Neutral %	Not Very Important Count	Not Very Important %	Not Important At All Count	Not Important At All %
Indiana	1,541	798	51.8%	541	35.1%	157	10.2%	33	2.1%	12	0.8%
Illinois	1,567	826	52.7%	528	33.7%	156	10.0%	42	2.7%	15	1.0%
Ohio	1,587	827	52.1%	553	34.8%	151	9.5%	41	2.6%	15	0.9%
Michigan	1,578	839	53.2%	525	33.3%	159	10.1%	40	2.5%	15	1.0%

Q41 - Likelihood to Recommend (Single-select)

Question: "How likely are you to recommend [state].gov and its online government services to others?"

State	Total	Likely Count	Likely %	Unlikely Count	Unlikely %
Indiana	1,541	1,377	89.4%	164	10.6%
Illinois	1,567	1,355	86.5%	212	13.5%
Ohio	1,587	1,420	89.5%	167	10.5%
Michigan	1,578	1,403	88.9%	175	11.1%

Q42 - Desired Additional Services (Multi-select)

Question: "Which of the following applications or online services would you like to see added to [state].gov? Please select all that apply."

State	Respondents	Single Digital Account Count	Single Digital Account %	Pay Tickets Count	Pay Tickets %	Pay Fines Count	Pay Fines %	Local Tax Count	Local Tax %	Local Utilities Count	Local Utilities %	Local Permits Count	Local Permit %
Indiana	625	879	140.6%	756	121.0%	708	113.3%	625	100.0%	622	99.5%	463	74.1%
Illinois	590	850	144.1%	735	124.6%	730	123.7%	590	100.0%	628	106.4%	520	88.1%
Ohio	688	844	122.7%	733	106.5%	728	105.8%	688	100.0%	692	100.6%	546	79.4%
Michigan	566	851	150.4%	771	136.2%	724	127.9%	566	100.0%	613	108.3%	522	92.2%

Q43 - Additional Comments (Open-text) - Categorized Analysis

Question: "Do you have any additional comments or suggestions for improving [state].gov and its online government services?"

Category	Indiana Count	Indiana %	Illinois Count	Illinois %	Ohio Count	Ohio %	Michigan Count	Michigan %
No Response/Satisfied	1,068	69.3%	1,008	64.3%	993	62.6%	1,043	66.1%
Other	257	16.7%	276	17.6%	329	20.7%	317	20.1%
Positive Feedback	75	4.9%	107	6.8%	94	5.9%	76	4.8%
Navigation/Usability	48	3.1%	51	3.3%	77	4.9%	49	3.1%
Additional Services	41	2.7%	58	3.7%	40	2.5%	44	2.8%
Mobile/Accessibility	14	0.9%	19	1.2%	20	1.3%	7	0.4%
Customer Service/Support	13	0.8%	11	0.7%	10	0.6%	16	1.0%
Fees/Payment Issues	8	0.5%	17	1.1%	4	0.3%	15	1.0%
Speed/Performance	7	0.5%	9	0.6%	10	0.6%	5	0.3%
Single Account/Integration	5	0.3%	1	0.1%	0	0.0%	2	0.1%
Security/Privacy	4	0.3%	6	0.4%	7	0.4%	4	0.3%
Technical Issues	2	0.1%	5	0.3%	4	0.3%	1	0.1%

Q44 - Age (Single-select)

Question: "What is your age?"

State	Total	18-24 Count	18-24 %	25-34 Count	25-34 %	35-44 Count	35-44 %	45-54 Count	45-54 %	55-64 Count	55-64 %	65+ Count	65+ %
Indiana	1,541	76	4.9%	225	14.6%	335	21.7%	356	23.1%	358	23.2%	191	12.4%
Illinois	1,567	63	4.0%	237	15.1%	353	22.5%	349	22.3%	357	22.8%	208	13.3%
Ohio	1,587	81	5.1%	269	17.0%	347	21.9%	341	21.5%	355	22.4%	194	12.2%
Michigan	1,578	72	4.6%	244	15.5%	362	22.9%	354	22.4%	341	21.6%	205	13.0%

Q45 - Gender (Single-select)

Question: "Do you identify as"

State	Total	Male Count	Male %	Female Count	Female %	Non-binary Count	Non-binary %	Prefer Not to Answer Count	Prefer Not to Answer %
Indiana	1,541	744	48.3%	762	49.4%	13	0.8%	22	1.4%
Illinois	1,567	744	47.5%	779	49.7%	18	1.1%	26	1.7%
Ohio	1,587	776	48.9%	762	48.0%	17	1.1%	32	2.0%
Michigan	1,578	779	49.4%	750	47.5%	20	1.3%	29	1.8%

Q46 - Race/Ethnicity (Multi-select)

Question: "How do you describe yourself? Please select all that apply."

State	Respondents	White Count	White %	Black Count	Black %	Hispanic Count	Hispanic %	Asian Count	Asian %	Native American Count	Native American %	Other Count	Other %
Indiana	1,541	1,344	87.2%	103	6.7%	45	2.9%	34	2.2%	18	1.2%	42	2.7%
Illinois	1,567	1,290	82.3%	159	10.1%	86	5.5%	49	3.1%	15	1.0%	48	3.1%
Ohio	1,587	1,367	86.1%	138	8.7%	43	2.7%	38	2.4%	17	1.1%	37	2.3%
Michigan	1,578	1,294	82.0%	201	12.7%	54	3.4%	45	2.9%	22	1.4%	45	2.9%

Q47 - Education Level (Single-select)

Question: "What is the highest level of school you have completed or the highest degree you have received?"

State	Total	Less than High School Count	Less than High School %	High School Count	High School %	Some College Count	Some College %	Bachelor's Count	Bachelor's %	Graduate Count	Graduate %
Indiana	1,541	25	1.6%	368	23.9%	474	30.8%	394	25.6%	280	18.2%
Illinois	1,567	18	1.1%	328	20.9%	459	29.3%	431	27.5%	331	21.1%
Ohio	1,587	31	2.0%	398	25.1%	491	30.9%	390	24.6%	277	17.5%
Michigan	1,578	22	1.4%	367	23.3%	493	31.2%	408	25.9%	288	18.3%

Q48 - Employment Status (Single-select)

Question: "Which of the following categories best describes your student/employment status?"

State	Total	Full-time Count	Full-time %	Part-time Count	Part-time %	Unemployed Count	Unemployed %	Retired Count	Retired %	Student Count	Student %	Homemaker Count	Hon %
Indiana	1,541	851	55.2%	164	10.6%	84	5.5%	310	20.1%	38	2.5%	61	4.0%
Illinois	1,567	894	57.0%	148	9.4%	91	5.8%	317	20.2%	33	2.1%	56	3.6%
Ohio	1,587	876	55.2%	173	10.9%	97	6.1%	315	19.8%	42	2.6%	58	3.7%
Michigan	1,578	882	55.9%	151	9.6%	103	6.5%	318	20.1%	35	2.2%	63	4.0%

Q49 - Household Income (Single-select) *Conditional*

Question: "Which of the following most closely matches your job title?" *Note: Only asked if Q48 was "Employed" or "Going to school and employed"*

State	Total	Under \$25K Count	Under \$25K %	\$25K-\$50K Count	\$25K-\$50K %	\$50K-\$75K Count	\$50K-\$75K %	\$75K-\$100K Count	\$75K-\$100K %	Over \$100K Count	Over \$100K %
Indiana	1,052	112	10.6%	285	27.1%	248	23.6%	203	19.3%	204	19.4%
Illinois	1,074	89	8.3%	257	23.9%	249	23.2%	216	20.1%	263	24.5%
Ohio	1,090	119	10.9%	295	27.1%	262	24.0%	208	19.1%	206	18.9%
Michigan	1,067	105	9.8%	277	26.0%	261	24.5%	219	20.5%	205	19.2%

Q50 - Household Size (Single-select)

Question: "What is your total household income?"

State	Total	1 Person Count	1 Person %	2 People Count	2 People %	3 People Count	3 People %	4 People Count	4 People %	5+ People Count	5+ People %
Indiana	1,541	281	18.2%	629	40.8%	283	18.4%	240	15.6%	108	7.0%
Illinois	1,567	294	18.8%	627	40.0%	301	19.2%	238	15.2%	107	6.8%
Ohio	1,587	309	19.5%	646	40.7%	282	17.8%	240	15.1%	110	6.9%
Michigan	1,578	285	18.1%	640	40.6%	295	18.7%	245	15.5%	113	7.2%

Q51 - County of Residence (Dropdown) *Indiana Only*

Question: "Which county do you live in?"

Rank	County	Count	Percentage
1	Marion	207	13.43%
2	Lake	126	8.18%
3	Allen	85	5.52%
4	Hamilton	68	4.41%
5	Vanderburgh	55	3.57%
6	St. Joseph	51	3.31%
7	Elkhart	44	2.86%
8	Porter	43	2.79%
9	Hendricks	40	2.60%
10	Delaware	37	2.40%
11	Madison	36	2.34%
12	LaPorte	34	2.21%
13	Vigo	32	2.08%
14	Monroe	32	2.08%
15	Clark	30	1.95%
16	Hancock	28	1.82%
17	Johnson	27	1.75%
18	Tippecanoe	26	1.69%
19	Bartholomew	24	1.56%
20	Wayne	18	1.17%
21	Henry	14	0.91%
22	Floyd	14	0.91%
23	Jackson	14	0.91%
24	Warrick	13	0.84%
25	Noble	13	0.84%
26	Howard	13	0.84%
27	Jasper	13	0.84%
28	Kosciusko	13	0.84%
29	Dubois	12	0.78%
30	Greene	12	0.78%
31	Grant	12	0.78%
32	Dearborn	12	0.78%
33	Boone	11	0.71%
34	Marshall	11	0.71%
35	Fayette	11	0.71%
36	Wells	11	0.71%
37	DeKalb	11	0.71%

Rank	County	Count	Percentage
38	Jefferson	11	0.71%
39	Lawrence	10	0.65%
40	Steuben	9	0.58%
41	Clinton	9	0.58%
42	Montgomery	9	0.58%
43	Adams	9	0.58%
44	Whitley	9	0.58%
45	Knox	9	0.58%
46	Harrison	8	0.52%
47	Gibson	8	0.52%
48	Shelby	8	0.52%
49	Huntington	7	0.45%
50	Randolph	7	0.45%
51	Pulaski	7	0.45%
52	Ripley	7	0.45%
53	Starke	7	0.45%
54	Clay	7	0.45%
55	Washington	7	0.45%
56	Tipton	7	0.45%
57	Jennings	7	0.45%
58	Decatur	7	0.45%
59	Daviess	6	0.39%
60	Carroll	6	0.39%
61	Sullivan	6	0.39%
62	Miami	6	0.39%
63	Franklin	6	0.39%
64	Orange	5	0.32%
65	Vermillion	5	0.32%
66	Spencer	5	0.32%
67	Cass	5	0.32%
68	Fountain	5	0.32%
69	Scott	5	0.32%
70	Owen	4	0.26%
71	Blackford	4	0.26%
72	Brown	4	0.26%
73	Putnam	4	0.26%
74	White	4	0.26%
75	Jay	3	0.19%
76	Morgan	3	0.19%
77	Newton	3	0.19%
78	LaGrange	3	0.19%
79	Warren	3	0.19%
80	Wabash	3	0.19%
81	Posey	3	0.19%
82	Fulton	3	0.19%
83	Parke	2	0.13%

Rank	County	Count	Percentage
84	Rush	2	0.13%
85	Switzerland	2	0.13%
86	Crawford	2	0.13%
87	Pike	2	0.13%
88	Martin	1	0.06%
89	Ohio	1	0.06%
90	Benton	1	0.06%
91	Perry	1	0.06%
92	Union	1	0.06%

Total Indiana Respondents: 1,541

Counties Represented: 92 out of 92 Indiana counties